

Row	DHS Matters - Complaint Number	DHS Matters - Contact Number	DHS Matters - State	DHS Matters - Type	DHS Matter - Investigation Type	DHS Matter - Phase	DHS Matters - Last Action	DHS Matters - Last Action Date	DHS Matters - Closure Date	DHS Matters - Complaintant First Name	DHS Matters - Complaintant Last Name	DHS Matters - Date to DHS	DHS Matters - Date to CRCL	DHS Matters - Summary of Allegation	DHS Matters - Component Involved	DHS Matters - Primary Assignment	DHS Matters - Secondary Assignment	Issue - Issue	Issue - Situation	Issue - Incident Location	Issue - Incident Date	Issue - City
1	11-02-ICE-0024	Contact-DHS-11-0049	Closed	Complaint	Retained	Closing	Closed Monitoring/Complete	08/03/2018	08/03/2018	(b)(6)		11/04/2010	11/04/2010	On November 4, 2010, CRCL received correspondence from (b)(6) alleging that he is constantly subjected to unlawful discriminatory actions by employees or contract employees of U.S. Immigration Customs Enforcement. When on September 19, 2010 and previous other occasions at C.C.A. America Corporation, San Diego Correctional Facility (SDCF), San Diego, California, he is not provided proper access to a TTY telephone system. (This is a Section 504 complaint..) Mr.(b)(6) alleges that an employee at the detention facility halted a call that Mr.(b)(6) was on	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	San Diego Detention Facility	09/19/2010	San Diego
2		Contact-DHS-12-0136	Closed	Contact		Closing			05/24/2017	(b)(6)		12/07/2011	01/10/2012	On January 10, 2012, CRCL received informal email referral from DHS OIG (DHS OIG HC1203202), in regard to (b)(6) a detainee at San Diego Detention Center in San Diego, California, who alleged that the ICE facility is not allowing any hearing impaired detainees to call different agencies or the TTY assistance number. (b)(6) stated in another call to OIG that he had not been able to get in touch with family, lawyers, or anyone else for the past three days.	ICE			Disability accommodation (Section 504)	Immigration detention	San Diego County Jail		San Diego
3		Contact-DHS-12-0138	Closed	Contact		Closing			07/11/2014	(b)(6)		01/27/2012	01/30/2012	On January 30, 2012, CRCL received informal email referral from DHS OIG (C1205932), in regard to (b)(6) a detainee at Buffalo Federal Detention Center in Batavia, New York, who alleged that the medical staff (including Mrs.(b)(6) and the officers at the ICE facility have not accommodated his disability.(b)(6) stated that he has screws in his knees and has therefore, requested to be taken off of the top bunk.(b)(6) alleged that the center is not taking his disability seriously and his knee is swollen from jumping down in the mornings.	ICE			Disability accommodation (Section 504)	Immigration detention	Buffalo Federal Detention Facility		Batavia
4	13-01-ICE-0016	Contact-ICE-13-0032	Closed	Complaint	Short Form	Closing	Closed No Further Action	05/19/2014	05/19/2014	(b)(6)		10/31/2012	10/31/2012	On October 31, 2012, CRCL received a standard mail correspondence from (b)(6) an ICE detainee at the York County Prison in York, Pennsylvania. In a letter dated October 10, 2012, Mr.(b)(6) alleges that he has been denied accommodation for his hearing disability. Mr.(b)(6) states that he is trying to obtain a hearing aid but he alleges that the facility is trying to make him pay for it.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	York County Prison	10/10/2012	York
5	13-02-ICE-0039	Contact-DHS-13-0063	Closed	Complaint		Closing	504 Appeal Closed	01/29/2013	01/29/2013	(b)(6)		11/13/2012	11/13/2012	On November 13, 2012, CRCL received an email correspondence from (b)(6) of the American Bar Association, an attorney on the Commission on Immigration, who forwarded a complaint from (b)(6) an ICE detainee at the Otay Detention Facility in San Diego, California. In a letter dated October 12, 2012,(b)(6) alleges that the Otay Detention Facility is not reasonably accommodating for his dwarfism condition. Mr.(b)(6) is 3'6" and struggles with physical access and safety in the facility. His grievances include: his uniform	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Otay Detention Facility	10/12/2012	San Diego
6	13-09-ICE-0215	Contact-DHS-13-0426	Closed	Complaint	Short Form	Closing	Closed No Further Action	04/24/2014	04/24/2014	(b)(6)		06/11/2013	06/11/2013	On June 11, 2013, CRCL received standard mail correspondence dated May 28, 2013 from (b)(6) an ICE detainee in segregation/special population at Henderson Detention Center (HDC) in Henderson, Nevada. Mr.(b)(6) alleges that HDC officials are not accommodating his disability (hearing impairment). He is unable to hear visitors through the phones. Officials first stated it was impossible to increase the volume, and then stated that they had done so. Even so, he alleges he is still unable to hear visitors and that other detainees and	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Henderson Detention Center	05/21/2013	Henderson



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7	14-08-ICE-0218	Contact-DHS-14-0399	Closed	Complaint	Short Form	Closing	Closed No Further Action	11/26/2014	11/26/2014	(b)(6)		05/06/2014	05/06/2014	On May 6, 2014, CRCL received email correspondence from (b)(6), of the American Bar Association (ABA), Commission on Immigration, regarding (b)(6) (b)(6), an ICE detainee at York County Prison in York, Pennsylvania. In a telephone call to the ABA, (b)(6) asserts that he is blind and must rely on other detainees to help him navigate the facility. He also stated that he wishes to apply for asylum, but is unable to read and fill out the asylum application. (b)(6) requested assistance in securing appropriate services for his disability and consideration of his release so that he	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	York County Prison	05/06/2014	York
8	14-12-ICE-0411	Contact-DHS-14-0832	Closed	Complaint	Short Form	Closing	Closed Informal Resolutions to Component	02/26/2015	02/26/2015	(b)(6)		09/24/2014	09/24/2014	On September 24, 2014, CRCL received e-mail correspondence from (b)(6) an attorney for (b)(6) (b)(6) who is deaf. (b)(6) writes that a request for a sign language interpreter was made for an upcoming appointment between Mr. (b)(6) and ICE, but his request was denied, and when Mr. (b)(6) called ICE, he was told that ICE did not provide sign language interpreter services. When he Mr. (b)(6) spoke to Officer (b)(6);(b)(7)(C) at ICE, he alleges (b)(6) had not heard of Section 504, and said he would have to talk to someone in the "chain of command" about getting an interpreter for	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration benefit application processing			(b)(6);(b)(7)(C)
9		Contact-DHS-15-0090	Closed	Contact		Closing	Open a Complaint	11/20/2014	11/20/2014		DHS OIG	10/31/2014	10/31/2014	On October 31, 2014 CRCL email referral from DHS OIG (C1501449) regarding (b)(6), an ICE detainee at Buffalo Detention Center in Batavia, New York. He claims that during the duration of his detention since October 28, 2014, he has not been provided any medical assistance for his sight problems when he asked for it. He reports that he cannot read or write due to lack of sight. He alleges that when he tries to ask what is going on with his deportation, officers yell at him to sign some papers, but he doesn't want sign them because he cannot see nor read them. He also states he does not receive his	ICE			Disability accommodation (Section 504)	Immigration detention	Buffalo Federal Detention Facility		Batavia
10		Contact-DHS-14-0894	Closed	Contact		Closing			12/17/2014	(b)(6)		9/26/2014	09/26/2014	On September 26, 2014, CRCL received postal mail correspondence from (b)(6) (A number unknown), an ICE detainee at Rio Cosumnes Correctional Center in Elk Grove, California. In a letter dated September 18, 2014, (b)(6) states that he has a hearing impairment in both ears and was not provided with batteries for his hearing aids for one week. When he finally received them, his request for extra batteries as a back-up was denied. Additionally, approximately one month ago, one of his hearing aids "gave up and did not work at all." Due to not having one of his hearing aids, he	ICE			Disability accommodation (Section 504)	Immigration detention	Rio Cosumnes Correctional Center		Elk Grove
11		Contact-DHS-15-0124	Closed	Contact		Closing	More Information Needed	11/24/2014	12/29/2014	(b)(6)		10/30/2014	10/30/2014	On October 30, 2014, CRCL received email correspondence from (b)(6) from the Greater Los Angeles Agency on Deafness, Inc (GLAD), on behalf of (b)(6), who is deaf. Ms. (b)(6) alleges that the ICE LA Field Office has failed to provide (b)(6) with an inadequate interpreter for three consecutive appointments (04/16/2014; 05/05/2014; 09/08/14). (b)(6) requested an interpreter for Mr. (b)(6)'s 11/17/2014 appointment, and was first told he would be responsible for bringing his own interpreter. Ms. (b)(6) that she spoke with Office (b)(6);(b)(7)(C) who	ICE			Disability accommodation (Section 504)	DHS law enforcement activity	ICE Los Angeles Field Office	04/16/2014	Los Angeles
12		Contact-DHS-15-0309	Closed	Contact		Closing	More Information Needed	01/16/2015	05/11/2015		DHS OIG	01/08/2015	01/08/2015	On January 8, 2015, CRCL received an email referral from DHS OIG (C1504326), in which ICE detainee (b)(6) alleges in a phone call to the OIG that staff at Imperial Regional Detention Facility in Calexico, California, are failing to provide accommodations for detainee (b)(6) (b)(6), who has a disability. Mr. (b)(6) states that the facility houses (b)(6) in an upper level unit where he has accessibility issues, and that they will not place him in one of the handicap cells.	ICE			Disability accommodation (Section 504)	Immigration detention	IMPERIAL REGIONAL ADULT DETENTION FACILITY	09/30/2014	Calexico



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13	15-04-ICE-0611	Contact-DHS-15-0458	Closed	Complaint	Short Form	Closing	Closed No Further Action	02/04/2016	02/04/2016	(b)(6)		01/30/2015	01/30/2015	504 Complaint  On January 30, 2015, CRCL received an email referral from DHS OIG (C1505241) regarding (b)(6) an ICE detainee at CCA San Diego Correctional Facility in San Diego, California. In a letter to the OIG received 1/28/15, Mr (b)(6) alleges that he has to use a colostomy bag as a result of a gunshot wound incurred previously in Mexico. Mr (b)(6) says that the bag often wears out and begins to leak, but he is often refused replacement bags or they are delayed	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	San Diego CCA Facility (Otay Detention Facility)		San Diego
14	15-06-ICE-0340	Contact-DHS-15-0750	Closed	Complaint	Short Form	Closing	Closed No Further Action	02/09/2016	02/09/2016	(b)(6)		03/26/2015	03/26/2015	504 Complaint  On March 26, 2015, CRCL received postal mail correspondence from (b)(6) an ICE detainee at Stewart Detention Center in Lumpkin, Georgia. In an undated letter, Mr (b)(6) states that he is taking medication (diuretic) that causes him to use the bathroom frequently. On March 4, 2015, he experienced pain and felt unable to hold his urine during count time, so he requested that he be permitted to use the bathroom. Allegedly, Officer "Y.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention			
15	15-07-ICE-0358	Contact-DHS-15-0931	Closed	Complaint	Short Form	Closing	Closed No Further Action	06/18/2015	06/18/2015	(b)(6)		04/13/2015	04/13/2015	On April 13, 2015, (b)(6) an attorney at Refugee and Immigrant Center for Education and Legal Services (RAICES), emailed (b)(6) on behalf of nine individuals he represents, alleging that they have not received appropriate medical care since their arrival at South Texas Detention Complex on March 23, 2015. He claims that these nine Honduran detainees, whom are all missing one or more limbs, do not have access to prosthetic bandages, socks, cleaning solution, and wheelchairs for safe toilet and shower use. One of the detainees, (b)(6)	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	South Texas Detention Facility		Pearsall
16	15-07-ICE-0367	Contact-DHS-15-1009	Closed	Complaint	Short Form	Closing	Closed No Further Action	12/22/2015	12/22/2015	(b)(6)		04/20/2015	04/20/2015	504 Complaint  CRCL received an email containing correspondence from (b)(6) a law student at the University of Tulsa, who represents (b)(6) a detainee at Karnes. In the original email from Mr. (b)(6) alleges that (b)(6) is deaf and essentially unable to communicate with anyone outside her family. (b)(6) claims that (b)(6) could not communicate with her (b)(6) officer during her (b)(6) interview. (b)(6) writes that he's	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Karnes Cty Corr Ctr		Karnes City
17	15-08-ICE-0413	Contact-DHS-15-1068	Closed	Complaint	Retained	Closing	Closed No Further Action	11/23/2015	11/23/2015	(b)(6)		05/01/2015	05/01/2015	504 Complaint  On May 1, 2015, CRCL was notified of this matter by (b)(6) an attorney at National Day Laborer Organizing Network (NDLON), after visiting Adelanto and meeting with detainee (b)(6), who is a 19 year old that is paralyzed from the chest down, allegedly relies on other detainees to use the bathroom and wash himself, and frequently falls from his wheelchair. (b)(6) alleges that GEO refuses to give him sufficient catheter bags, causing him	ICE	(b)(6)	Ilycia Schwartz	Disability accommodation (Section 504)	Immigration detention	Adelanto		Adelanto Correctional Facility
18	15-08-ICE-0404	Contact-DHS-15-1081	Closed	Complaint	Short Form	Closing	Closed No Further Action	07/07/2016	07/07/2016	(b)(6)		05/05/2015	05/05/2015	504 Complaint  On May 5, 2015, CRCL received an informal email referral from Serena Hoy of the Deputy Secretary of Homeland Security's Office regarding conditions of detention for (b)(6) and her minor child, (b)(6) who are in ICE custody at Berks County Residential Center ("Berks"). Ms. Hoy forwarded to CRCL a May 5, 2015, email that she and (b)(6) of the DHS Office of Legislative Affairs received from (b)(6)	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Berks County Family Shelter		Leesport



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19	15-07-ICE-0472	Contact-DHS-15-1238	Closed	Complaint	Short Form	Closing	Closed No Further Action	08/24/2015	08/24/2015	(b)(6)		04/29/2015	04/29/2015	On April 27, 2015, CRCL received an informal email referral from the DHS OIG (C1509471) regarding (b)(6), an ICE detainee at Krome North Service Processing Center in Miami, Florida. In a letter to the OIG dated April 8, 2015, (b)(6) alleges that he received inadequate care, and denial of treatment for his knee, hip, leg and shoulder injuries after falling in the shower on February 19, 2015. On April 7, 2015 (b)(6) claims his knee was injured again (this time during recreation) and he requires an x-ray or MRI in order to get an update on his knee injury. (b)(6) also	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Krome Service Processing Center		Miami
20	15-12-ICE-0634	Contact-DHS-15-1857	Closed	Complaint	Short Form	Closing	Closed No Further Action	09/27/2016	09/27/2016		Deaf Rochester Community	09/13/2015	09/13/2015	On September 13, 2015, CRCL received email correspondence from the Deaf Rochester Community, on behalf of (b)(6) a detainee at Santa Ana City Jail, in Santa Ana, California. Deaf Rochester Community alleges that Ms. (b)(6) who is deaf, has been denied access to effective communication with her family and counsel by failing to provide her with a sign language interpreter and accessible telecommunication. Her son, (b)(6), posted a video on YouTube, in which he claims that ICE officers knew she was deaf prior to her detention and did not bring	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Santa Ana City Jail		Santa Ana
21	16-02-ICE-0078	Contact-DHS-16-0168	Closed	Complaint	Short Form	Closing	Closed No Further Action	03/30/2016	03/30/2016	(b)(6)		11/19/2015	11/19/2015	On November 19, 2015, CRCL received a referral email from DHS OIG (C16-ICE-MIA-02093), in which (b)(6) (b)(6) a detainee at Baker County, alleges that (b)(6) an amputee, went three weeks without showering because the facility refused to provide him with a chair for the shower. (b)(6) claims that officers take their water jugs and don't return them until the evening, leaving them without water, and that the officers constantly place the detainees in segregation, or threaten them with segregation.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Baker County Correctional Facility		Sanderson
22		Contact-DHS-16-0334	Closed	Contact		Closing			01/15/2016			01/04/2016	01/04/2016	On January 4, 2015, CRCL was cc'd on an emailed letter to the Secretary and Attorney General from the Yale Law School and more than 150 local and national organizations. The letter alleges that a substantial portion of the Central American refugees "targeted in the immigration raids that began" the previous weekend, are disabled and are thus eligible for reasonable modification of immigration adjudication procedures and enforcement operations, as required by Section 504 of the Rehabilitation Act of 1973.	ICE			Disability accommodation (Section 504)	DHS law enforcement activity		01/04/2016	
23	16-04-DHS-0134	Contact-DHS-16-0347	Closed	Complaint	Short Form	Closing	Closed Informal Resolutions to Component	09/29/2016	09/29/2016	(b)(6)		01/19/2016	01/19/2016	504 PTSD Complaint  On January 15, 2016, CRCL received an email from (b)(6) of the American Immigration Lawyers Association, regarding a (b)(6) and her son (b)(6), age 8. On December 21, 2015, (b)(6) and her son were apprehended, and they since have been detained at the South Texas Family Residential Center. On December 31, 2015, she received a negative (b)(6) determination. The (b)(6) Officer noted that	USCIS, ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention			
24		Contact-DHS-16-0564	Closed	Contact		Closing	Info Layer - No Response necessary	03/22/2018	03/22/2018	(b)(6)		02/11/2016	02/11/2016	On February 11, 2016, CRCL received email correspondence from (b)(6) an advocate at Greater Los Angeles Agency on Deafness (GLAD), on behalf of (b)(6) a deaf individual who alleges that he is not being provided a sign language interpreter for ICE monitoring/reporting visits, since being released from Otay Mesa Detention Facility on an order of recognizance. (b)(6) writes that he has been working with (b)(6) in order to resolve this issue that has been going on since September of 2012. (b)(6) claims that since that	DHS, ICE			Disability accommodation (Section 504)	Federal government building or area	ICE Los Angeles Field Office		Los Angeles



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25	16-05-ICE-0185	Contact-DHS-16-0646	Closed	Complaint	Short Form	Closing	Closed No Further Action	09/29/2016	09/29/2016			02/24/2016	02/24/2016	504 PTSD I am writing to call your attention to the case of one of our %clients, (b)(6) and her minor son (b)(6) both of whom are currently detained at Berks County Residential Center in Leesport, PA. Ms (b)(6) and her son have been detained for about 83 days in total, suffer from substantial trauma, and are at risk of imminent deportation. I have outlined the details of the family's case below, and we request that ICE immediately halt the family's deportation and release them from detention with Notices to Appear	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Berks County Family Shelter		Leesport
26	16-06-ICE-0212	Contact-DHS-16-0742	Open	Complaint		Investigation	Litigation Hold	04/14/2017		(b)(6)		03/04/2016	03/04/2016	On March 4, 2016, CRCL received email correspondence from (b)(6) of Yale Law School, on behalf of (b)(6), an ICE detainee currently at Krome North Service Processing Center (SPC) in Miami, Florida. Allegedly, ICE is forcing him to cease use of his wheelchair (b)(6) stated, Mr. (b)(6) disabilities interfere with major life activities and have prevented him from effectively participating in his immigration proceedings when unrepresented. Ms. (b)(6) made the following medical-related allegations concerning Mr (b)(6) care: 1) He did not receive his	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Jena/Lasalle Detention Facility		Jena
27	16-09-ICE-0424	Contact-DHS-16-1322	Closed	Complaint	Short Form	Closing	Closed No Further Action	08/25/2016	08/25/2016	(b)(6)		06/04/2016	06/04/2016	On June 4, 2016, CRCL received email correspondence from (b)(6) o/b/o his wife (b)(6) a detainee at the El Paso Service Processing Center in El Paso, Texas. In his complaint, (b)(6) alleges his wife fell on May 24, 2016, and broke her left arm because of the torn sole on her shoe. He states his wife had complained for a week about the torn shoes and was told there weren't any shoes to give her. However, immediately after her fall, she received new shoes. Additionally, Mr (b)(6) alleges his wife is a stroke victim and walks with a cane. He states that his	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	El Paso Processing Center		El Paso
28	16-11-DHS-0531	Contact-DHS-16-1856	Closed	Complaint		Closing	504 Decision No Appeal Closed	02/24/2017	02/24/2017	(b)(6)		08/12/2016	08/12/2016	On August 12, 2016, CRCL received an email from the Cara Pro Bono Project, regarding the following individuals: (b)(6) (b)(6)  First, the complaint claims that Ms. (b)(6) is being denied access to counsel by being relocated to the Berks Family Residential Center with her daughter. The complaint also includes a psychological evaluation with a	USCIS, ICE	(b)(6)		Disability accommodation (Section 504)	DHS supported activity (not 287(g))			
29	16-11-DHS-0532	Contact-DHS-16-1858	Closed	Complaint	Short Form	Closing	Closed No Further Action	12/12/2016	12/12/2016	(b)(6)		08/12/2016	08/12/2016	On August 12, 2016, CRCL received an email from the Cara Pro Bono Project, regarding the following individuals: (b)(6) (b)(6)  First, the complaint claims that (b)(6) is being denied access to counsel by being relocated to the Berks Family Residential Center with her daughter. The complaint also includes a psychological evaluation with a	USCIS, ICE	(b)(6)		Disability accommodation (Section 504)	DHS supported activity (not 287(g))			
30	16-12-ICE-0533	Contact-DHS-16-2104	Closed	Complaint	Short Form	Closing	Closed No Further Action	03/16/2017	03/16/2017	(b)(6)		09/08/2016	09/08/2016	On September 8, 2016, CRCL received an email from the CARA Pro Bono Project regarding (b)(6) (b)(6) who is detained at Berks County Family Residential Center. The complaint alleges that Ms (b)(6) has PTSD and requested not to be transferred from the South Texas Family Residential Center to Berks, because it would disrupt the continuity in her access to mental health care and her counsel. The complaint claims that ICE denied her request for a reasonable accommodation to remain at Dilley because of her reported disability.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	South Texas - Dilley		Dilley



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31	16-10-ICE-0554	Contact-DHS-16-2219	Closed	Complaint	Short Form	Closing	Closed No Further Action	06/21/2017	06/21/2017	(b)(6)		07/22/2016	07/22/2016	SUMMARY: On July 22, 2016 CRCL received email correspondence from DHS OIG (C1615133) regarding (b)(6) an ICE detainee at Atlanta Pretrial Detention Center in Atlanta, Georgia. In a phone call to the OIG on July 13, 2016, Mr. (b)(6) (b)(6) alleges there are several inadequacies in his handicapped cell in the facility. Mr. (b)(6) claims the toilet and sink and alarm that notifies guards when a detainee needs to get out of the handicapped cell do not work. He claims detention officers get mad at him when he knocks on the door to get out of the cell, which he	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Atlanta Pretrial Detn Ctr		Atlanta
32	17-01-DHS-0009	Contact-DHS-17-0080	Closed	Complaint		Closing	504 Decision No Appeal Closed	03/08/2017	03/08/2017	(b)(6)		10/13/2016	10/13/2016	PTSD 504  On October 13, 2016, CRCL received a complaint from Bridget Cambria, regarding (b)(6) (b)(6) who currently is detained at Berks County Residential Center with her two year-old daughter (b)(6) who is from Brazil, received a negative finding following her (b)(6) interview. The complaint alleges that she has mental health issues that prevented her from being able to disclose part of her story during her interview.	USCIS, ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Berks County Family Shelter		Leesport
33		Contact-DHS-17-0209	Closed	Contact		Closing			11/18/2016	(b)(6)		10/31/2016	10/31/2016	On October 31, 2016, CRCL received an email from (b)(6) regarding five children between the ages of 6 to 13 from the Berks County Residential Center who reportedly have mental health issues. The children include the following: (b)(6) (b)(6) (b)(6) (b)(6) The complaint indicates that they have "serious mental health problems, including Post-Traumatic-Stress-Disorder." The complaint contains no specific allegations	USCIS, ICE			Disability accommodation (Section 504)	Immigration detention	Berks County Family Shelter		Leesport
34	17-04-DHS-0100	Contact-DHS-17-0592	Closed	Complaint	Short Form	Closing	Closed No Further Action	01/17/2018	01/17/2018	(b)(6)		01/11/2017	01/11/2017	On January 11, 2017, CRCL received an email from (b)(6) and her daughter (b)(6) (b)(6) The complaint makes several allegations about Ms. (b)(6) who is Haitian and who presented herself for entry at the San Luis Port of Entry on November 23, 2016.  First, the complaint claims that M. (b)(6) and her daughter arrived at the port of entry with her husband, (b)(6) and son, (b)(6) (b)(6) and were separated by CBP. She further	USCIS, ICE, CBP	(b)(6)		Disability accommodation (Section 504)	DHS supported activity (not 287(g))	South Texas - Dilley		Dilley
35	17-04-ICE-0098	Contact-DHS-17-0654	Closed	Complaint	Short Form	Closing	Closed No Further Action	07/20/2017	07/20/2017			01/20/2017	01/24/2017	On January 24, 2017, CRCL received 2 email referrals from the OIG relating to an ICE detainee at the Otay Mesa Detention Center. The detainee, (b)(6) (b)(6), in two separate calls to the OIG (dated 1/20/17), and in Spanish, alleges the following:  1) He has been detained in Otay Mesa Detention Center since 01/02/2017. (b)(6) was brought to San Ysidro California on April 7, 2016 in order to sort out his political asylum application. (b)(6) was then brought to Santa Ana on other legal matters, however, his (b)(6)	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Otay Detention Facility	01/20/2017	San Diego
36		Contact-DHS-17-0718	Closed	Contact		Closing	Info Layer - Forward to other CRCL section for appropriate handling	06/19/2018	06/19/2018	(b)(6)		01/23/2017	01/23/2017	On January 23, 2017, CRCL received a referral from the U.S. Department of Justice regarding a complaint made by (b)(6) about physical accessibility at Karnes County Residential Center. The complaint alleges that classrooms are not accessible to individuals with mobility impairments. In particular, the complaint claims that the facility was not allowing an unnamed ten year-old girl to attend school, because she was on crutches and could not physically access the classroom on the second floor.	ICE			Disability accommodation (Section 504)	Immigration detention	Karnes Cty Corr Ctr		Karnes City



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37	17-05-DHS-0150	Contact-DHS-17-0928	Closed	Complaint	Short Form	Closing	Closed No Further Action	01/17/2018	01/17/2018	(b)(6)		02/13/2017	02/13/2017	Z Hold requested 02/17/2017 On February 13, 2017, CRCL received an email from (b)(6) regarding (b)(6) (b)(6) is detained at Berks Family Residential Center with her daughter, (b)(6). (b)(6) The complaint alleges that Ms. (b)(6) who reportedly has PTSD and received a negative (b)(6) finding, did not have meaningful access to her (b)(6) interview because of her disability, which prevents her from being able to articulate her past traumas and abuse. The complaint also claims that Ms.	USCIS,ICE	(b)(6)		Disability accommodation (Section 504)	DHS supported activity (not 287(g))			
38		Contact-DHS-17-1135	Closed	Contact		Closing	More Information Needed	04/06/2017	04/06/2017	(b)(6)		03/20/2017	03/20/2017	On March 20, 2017, CRCL received an email from RAICES regarding (b)(6) (b)(6) who is being held at the Karnes County Residential Center with her daughter, (b)(6). (b)(6) The complaint says that there are "grave concerns about the treatment this family received at Karnes in addition to sec. 504 violations."  The complaint says that (b)(6) has been diagnosed with PTSD and severe anxiety, and there	USCIS,ICE			Disability accommodation (Section 504)	Immigration detention	Karnes County Residential Center		
39	17-07-ICE-0278	Contact-DHS-17-1325	Closed	Complaint	Retained	Closing	Closed No Further Action	10/10/2017	10/10/2017	(b)(6)		04/21/2017	04/21/2017	On April 21, 2017, CRCL received an email from the ACLU regarding (b)(6) who is deaf. Ms. (b)(6), a Japanese citizen, landed at Honolulu International Airport on January 31, 2017, interacted with CBP Officers. She requested a sign language interpreter, which the CBPOs did not grant. She says that she have interacted with CBPOs from about 8:45 am to 4 pm, utilizing lip reading and writing in English. She claims that this was not effective communication and that she did not understand what was happening. She said that she had no access to a videophone or other accessible phone to	ICE	(b)(6)		Disability accommodation (Section 504)	CBP Detention or CBP Deferred Inspection	Honolulu Federal Detention Center		Honolulu
40		Contact-DHS-17-1575	Closed	Contact		Closing	Info Layer - No Response necessary	01/25/2018	01/25/2018	(b)(6)		05/24/2017	05/24/2017	On May 24, 2017, CRCL received email correspondence from (b)(6) at the Department of Justice (DOJ) regarding a complaint made to the DOJ Disability Rights Section by (b)(6). (b)(6), an ICE detainee at the Buffalo Federal Detention Center in Batavia, NY. DOJ referred the matter to CRCL and will take no further action on the matter. The complaint submitted by (b)(6) to DOJ was in Spanish. It has been sent for official translation, but a quick online translation is (b)(6)s without physical assistance to carry out his daily activities. The assistance	ICE			Disability accommodation (Section 504)	Immigration detention	Buffalo Federal Detention Facility		Batavia
41	17-12-ICE-0429	Contact-DHS-17-2671	Closed	Complaint	Short Form	Closing	Closed No Further Action	02/27/2018	02/27/2018	(b)(6)		09/13/2017	09/13/2017	On September 13, 2017, CRCL received a letter from (b)(6), who is a detainee at Farmville Detention Center. Mr. (b)(6) who is deaf, alleges that he has repeatedly requested access to a video phone to communicate with his family and others and has been denied. The complaint includes numerous written requests for a videophone, as well as the facility's denials. He explains that the TTY system is not sufficient, because he is not fluent in English and that ASL is his primary language.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	Farmville Immigration Center		Farmville
42		Contact-DHS-18-0331	Closed	Contact		Closing	Info Layer - No Response necessary	01/25/2018	01/25/2018	(b)(6)		11/07/2017	11/07/2017	On November 7, 2017, CRCL received postal mail correspondence from (b)(6) (b)(6), an ICE detainee at the Irwin County Detention Center (ICDC) in Ocilla, Georgia. In correspondence dated November 1, 2017, Ms. (b)(6) requests to be released from custody because she is pregnant, and she further alleges there has been a failure to provide her with adequate disability accommodation for her. Ms. (b)(6) states that she is deaf and that officers at ICDC are not trained to communicate with her using sign language, which she	ICE			Disability accommodation (Section 504)	Immigration detention	IRWIN COUNTY DETENTION CENTER		OCILLA



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43	18-03-ICE-0160	Contact-DHS-18-0684	Closed	Complaint	Short Form	Closing	Closed No Further Action	07/03/2018	07/03/2018	(b)(6)		12/20/2017	12/20/2017	(b)(6) who is a detainee at Otay Mesa, alleges that he wears orthopedic shoes and that he was not allowed to keep them while detained. He says that he was instead given flip flops.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	OTAY MESA DETENTION CENTER (SAN DIEGO CDF)		SAN DIEGO
44	18-07-ICE-0230	Contact-DHS-18-1816	Closed	Complaint	Short Form	Closing	Closed No Further Action	12/06/2018	12/06/2018	(b)(6)	(from Miami Herald)	04/18/2018	04/18/2018	On April 18, 2018, CRCL reviewed an article published in the Miami Herald on April 17, 2018, titled "Family pleads for release of immigrant with Down syndrome arrested during recent raid." The article reports that ICE agents arrested and detained (b)(6) undocumented 22-year-old man with Down Syndrome who was born in Guatemala, during a raid at TentLogix, his place of employment, on March 28, 2018. The article reports that Mr. (b)(6) siblings are seeking his release from ICE detention at Broward Transitional Center because of his developmental delays, his incapacity to	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	BROWARD TRANSITIONAL CENTER	03/28/2018	POMPANO BEACH
45		Contact-DHS-18-3626	Closed	Contact		Closing	Info Layer - Respond to Sender with no further action	08/24/2018	08/24/2018	(b)(6)		07/23/2018	07/23/2018	On July 23, 2018, CRCL received email correspondence from (b)(6) Co-Executive Director of the Civil Rights Education and Enforcement Center (CREEC) in Denver, Colorado, addressed to Office (b)(6),(b) on behalf of CREEC and ten other organizations. The letter is primarily a general discussion of DHS's Section 504 obligations to deaf and hard of hearing detainees. On page 4 of the letter, the writers allege that they are aware of several instances in which DHS failed to meet its obligations to deaf and hard of hearing detainees in ICE custody. The letter does not provide further details about	ICE			Disability accommodation (Section 504)	Immigration detention	Not specified		
46	18-12-ICE-0597	Contact-DHS-18-4029	Closed	Complaint	Short Form	Closing	Closed No Further Action	12/07/2018	12/07/2018	(b)(6)		09/04/2018	09/04/2018	On September 4, 2018, CRCL received an email from (b)(6) on behalf of (b)(6) (b)(6), who is detained at the South Texas Family Residential Center in Dilley, Texas. The complaint alleges that she has PTSD that was, in part, caused by her 48 day separation from her daughter. The complaint claims that her PTSD impacted her ability to participate in her reasonable fear interview.	ICE	(b)(6)		Disability accommodation (Section 504)	DHS supported activity (not 287(g))	SOUTH TEXAS FAMILY RESIDENTIAL CENTER		DILLEY
47	18-12-ICE-0598	Contact-DHS-18-4040	Closed	Complaint	Short Form	Closing	Closed 504 Other	11/07/2018	11/07/2018	(b)(6)		09/06/2018	09/06/2018	On September 5, 2018, CRCL received a referral from the OIG regarding (b)(6) who is in ICE custody. The complaint alleges that he has not been able to shower since he arrived at the facility on June 20, 2018. He is paralyzed from the waist down and claims that the showers at the facility cannot accommodate him. He also claims that the medical staff has recommended that he be transferred, but ICE has not responded.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	BAKER COUNTY SHERIFF'S OFFICE		MACCLEN NY
48	18-12-ICE-0599	Contact-DHS-18-4063	Closed	Complaint	Short Form	Closing	Closed No Further Action	12/07/2018	12/07/2018	(b)(6)		09/07/2018	09/07/2018	On September 7, 2018, CRCL received a complaint from (b)(6) on behalf of (b)(6) (b)(6). The complaint alleges that USCIS did not provide accommodations for her PTSD during her credible fear interview.	ICE	(b)(6)		Disability accommodation (Section 504)	DHS supported activity (not 287(g))	SOUTH TEXAS FAMILY RESIDENTIAL CENTER		DILLEY



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49	18-12-ICE-0604	Contact-DHS-18-4130	Open	Complaint		Processing	Assign Complaint	10/17/2018		(b)(6)		09/13/2018	09/13/2018	CRCL received a complaint from (b)(6) of Civil Rights Education and Enforcement Center (CREEC) on behalf of (b)(6) who is hard of hearing and in custody at the Denver Contract Detention Facility. The complaint alleges that his hearing aids are broken and that the facility has told him that he will have an audiologist appointment. The complaint claims that his lack of a functioning hearing aid is causing him confusion and misunderstanding with other detainees and staff.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	DENVER CONTRACT DETENTION FACILITY		AURORA
50		Contact-DHS-18-4290	Closed	Contact		Closing	Info Layer - Respond to Sender with no further action	12/06/2018	12/06/2018	(b)(6)		09/21/2018	09/21/2018	On September 21, 2018, CRCL received correspondence via email from (b)(6) on behalf of her client, (b)(6) previously an ICE detainee at the South Texas Family Detention Center in Dilley, TX. (b)(6) alleged that Ms. (b)(6) was discriminated against based on her disability of PTSD and depression when she received a negative credible fear finding. (b)(6), MD, a psychiatrist, interviewed Ms. (b)(6) on September 20, 2018 and his report concluded that "[t]he presenting complaints and findings of this evaluation are	ICE, USCIS			Disability accommodation (Section 504)	Immigration benefit application processing	SOUTH TEXAS FAMILY RESIDENTIAL CENTER		DILLEY
51		Contact-DHS-18-4316	Closed	Contact		Closing	Info Layer - Respond to Sender with no further action	12/06/2018	12/06/2018	(b)(6)		09/25/2018	09/25/2018	(b)(6) of Dilley Pro Bono Project submitted a complaint on behalf of (b)(6). (b)(6) The complaint says that she has PTSD. The complaint alleges that USCIS discriminated against her on the basis of her disability when it conducted her credible fear determination, which resulted in a negative finding, without providing accommodations.	ICE			Disability accommodation (Section 504)	DHS supported activity (not 287(g))	SOUTH TEXAS FAMILY RESIDENTIAL CENTER		DILLEY
52		Contact-DHS-18-4325	Closed	Contact		Closing	Info Layer - Respond to Sender with no further action	12/06/2018	12/06/2018	(b)(6)		09/25/2018	09/25/2018	(b)(6) of Dilley Pro Bono Project filed a complaint on behalf of (b)(6). The complaint says that she has PTSD. The complaint alleges that USCIS discriminated against her on the basis of her disability when it conducted her credible fear determination, which resulted in a negative finding, without providing accommodations.	ICE			Disability accommodation (Section 504)	DHS supported activity (not 287(g))	SOUTH TEXAS FAMILY RESIDENTIAL CENTER		DILLEY
53		Contact-DHS-18-4331	Closed	Contact		Closing	No Jurisdiction	10/19/2018	10/19/2018	(b)(6)		09/18/2018	09/18/2018	On September 18, 2018, CRCL received mail from (b)(6) of (b)(6), who is a detainee in the Allred Unit of the Texas Department of Criminal Justice. He said that he has injured legs and alleges that he has been segregated, which deprives him of proper exercise to allow his legs to heal. He says that when he is restrained, he cannot properly grasp his walker. There is no indication that he is in ICE custody.	ICE			Disability accommodation (Section 504)	Immigration detention	Allred Unit		North Iowa
54		Contact-DHS-18-4339	Closed	Contact		Closing	Info Layer - No Response necessary	10/12/2018	10/12/2018	(b)(6)		09/25/2018	09/25/2018	On September 15, 2018, CRCL received a referral from the OIG regarding (b)(6). He alleges that his wheelchair was confiscated at the Northwest Florida Reception Center on June 20, 2018. He claims that he believes it was taken away, because he would not sign paperwork to be released into ICE custody. EARM indicates that he has been provided a wheelchair.	ICE			Disability accommodation (Section 504)	Immigration detention	Northwest Florida Reception Center		



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55	18-11-ICE-0691	Contact-DHS-18-4411	Open	Complaint	Short Form	Investigation	Report Received	01/29/2019		(b)(6)		08/30/2018	08/30/2018	On August 30, 2018, CRCL received correspondence via email from attorney (b)(6) on behalf of her client, (b)(6) previously an ICE detainee at the Hudson County Correctional Facility in Kearny, NJ. Ms.(b)(6) alleged that Mr.(b)(6) , (b)(6) did not receive proper due process during his credible fear process due to extremely low literacy. The correspondence included a letter written by (b)(6) (b)(6) MD, a forensic psychiatrist, stating that Mr. (b)(6) suffers from extremely poor literacy and is unable to read or write in any language." Dr.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	HUDSON COUNTY CORRECTIONAL CENTER		KEARNY
56	19-04-ICE-0145	Contact-DHS-19-0608	Open	Complaint		Processing	Assign Complaint	03/13/2019		(b)(6)		01/16/2019	01/16/2019	The complainant, (b)(6) (b)(6), who is paralyzed and uses a wheelchair, is a detainee at the Pulaski County Detention Center. He alleges that the facility does not have appropriate accommodations, such as a shower chair. He claims that he staff member picked him up and placed him in a chair, but his legs fell to the floor, causing a fracture.	ICE	(b)(6)		Disability accommodation (Section 504)	Immigration detention	PULASKI COUNTY DETENTION CENTER		SOMERSET
57		Contact-DHS-19-0787	Closed	Contact		Closing	Info Layer - Respond to Sender with no further action	02/21/2019	02/21/2019	The Daily	Beast	01/29/2019	01/29/2019	On January 17, 2019, the Daily Beast published the article "Double Amputee Gets Prosthetic Arm Back--But Still Faces Deportation." (b)(6) who had his left arm and leg amputated, was in an unknown ICE facility. The article claims that his prosthetic limbs were damaged during apprehension and taken for repairs. He was reportedly given a crutch typically used by people with two legs for five months until his leg was returned, requiring him to use a wheelchair. He claims that he was given disciplinary violations for not being able to stand during head count. His prosthetic arm was reportedly not	ICE			Disability accommodation (Section 504)	Immigration detention	unknown		

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